

Core Brief



Message from Jane Grant, Chief Executive (26 January 2024, 1pm)

The past couple of weeks have seen some very challenging days for services to contend with and I would like, first and foremost, to recognise the hard work of all staff who have risen to the challenge. Inclement weather, coupled with winter pressures, put our sites under significant strain, and I am extremely grateful to colleagues for your ongoing professionalism and commitment to delivering person-centred care despite these difficult circumstances. Everyone plays a crucial role in the delivery of services, particularly during times like this, and I'd like to thank our acute staff, alongside our HSCP colleagues, for supporting the flow of patients through sites over the past week. The infection prevention and control team should also be highly commended for their role in managing a norovirus outbreak at GRI, which has allowed us to support the reopening of a number of wards, freeing up crucial bed space. I am also grateful to the Estates and Facilities team for their proactive work during the cold snap last week and in minimising disruption to services following the recent stormy weather.

In the midst of the usual winter challenges facing the service, we also have to recognise the milestone reached by our eHealth team this week as we upgrade the telephony system and migrate over to a new, future-proof service. I would like to thank them and clinical colleagues at the GRI who, despite facing other pressures, ensured the smooth migration onto the new system. We hope to see works completed across our sites by the end of March.

Before Christmas, I had the opportunity to speak to staff about the Board's Quality Strategy, which is a very important piece of work in development to help inform and underpin our approach to care. I was delighted to hear that since then, the team has been able to virtually host an International Advisory Group (IAG) on the matter, sharing and learning best practices from colleagues and experts from around the world on the delivery of person-centred care. I look forward to seeing the strategy develop in 2024 as we look to bolster quality across services with input from colleagues, patients, and other stakeholders.

Finally, I want to highlight some feedback about Wards 53 and 35 at the GRI, which demonstrates that despite the pressures our staff are facing, delivering compassionate, person-centred care continues and makes all the difference to patients and loved ones, even in the saddest of circumstances:

“Our elderly mum was admitted to Glasgow Royal Infirmary Ward 53 in early December. She was very ill. All staff from domestic, porters, nurses, sisters, and doctors couldn't have been any more helpful. My mum passed away four days later. My sister and I were given a side room for two days to spend time with our mum. Doctors would update us regularly on how mum was. Staff would come into the room regularly to turn mum and make sure she was as comfortable as possible, always talking to our mum even though she was sleeping at all times.

“Staff also made sure my sister and I had everything we needed. We can't thank all staff for the comfort they gave to me and my sister during our sad time. Amazing staff. My mum was in Ward 35 a few times over the past two years. They're also amazing staff.

“Thank you all again.”

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